

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

June 2019

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CLC6342, IER6342	ACN Communications Services, Inc.	Policy and Practices	Abusive Marketing	1
ACN Communications Services, Inc. Total				1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	2
		Billing	Disputed Customer of Record	1
		Billing	High Bill	5
		Billing	Other Charges	5
		Billing	Early Termination Fee - ETF	1
		Policy and Practices	Safety	1
		Policy and Practices	Robo Calls/ADAD	1
		Service	Delayed Orders/Missed Appointments	6
		Service	Outage	6
		Service	Disconnected In Error	1
		Service	Call Quality	1
		Service	Number Portability - Wireless or Landline	1
		Lifeline	LLB Application Request	21
		Lifeline	LLB Approved for Discount	6
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Address Error	1
AT&T California Total				60
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	1
		Billing	Bill Not Received	1
		Billing	High Bill	4
		Billing	Other Charges	5
AT&T Mobility Total				11
CLC5335, IEC5335, IEC6018	CenturyLink	Billing	Slamming	2
CenturyLink Total				2
CLC6878, CLR6878, IEC6878	Charter	Policy and Practices	Abusive Marketing	1
		Policy and Practices	Robo Calls/ADAD	1
		Service	Outage	1
		Lifeline	LLB Application Request	2
Charter Total				5
CLC5698, IEC5698	Comcast Digital Phone	Billing	High Bill	1
		Billing	Other Charges	1
		Service	Call Quality	1
Comcast Digital Phone Total				3
CER4436	enTouch	Lifeline	LLB Federal Program/Equipment	2
enTouch Total				2
CLC6487	Fibernet Telecom Group	Not Regulated - No Jurisdiction	NJ Equipment	1
Fibernet Telecom Group Total				1

Utility Code	Utility Name	Category	Subcategory	Count
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	1
		Billing	High Bill	8
		Billing	Other Charges	7
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	2
		Service	Delayed Orders/Missed Appointments	4
		Service	Outage	13
		Service	Disconnected In Error	1
		Service	Call Quality	1
		Service	Number Portability - Wireless or Landline	2
		Lifeline	LLB Approved for Discount	1
Frontier California, Inc. Total				41
CER4423	Global Connection Inc. of America	Lifeline	LLB Application Request	1
Global Connection Inc. of America Total				1
IER7329	GoDaddy.com, LLC	Service	Number Portability - Wireless or Landline	1
GoDaddy.com, LLC Total				1
CER4381	Greatcall, Inc.	Billing	High Bill	1
Greatcall, Inc. Total				1
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	2
I-Wireless, LLC Total				2
CER4442	Life Wireless	Lifeline	LLB Federal Program/Equipment	1
Life Wireless Total				1
CLC6005, IEC6005	Peak Communications	Service	Delayed Orders/Missed Appointments	1
Peak Communications Total				1
CLR7002	Sonic Telecom, LLC	Policy and Practices	Safety	1
Sonic Telecom, LLC Total				1
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	High Bill	3
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	2
		Service	Delayed Orders/Missed Appointments	1
Sprint; Sprint PCS Total				7
DVS1220	Star2Star Comunications, LLC	Policy and Practices	Abusive Marketing	1
Star2Star Comunications, LLC Total				1
CLC6996, IEC6996	Suddenlink Communications	Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
Suddenlink Communications Total				2
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	4
Surelink Mobile; TruConnect Total				5
CER4410, CLC6875, CLR6875, IEC6875	TC Telephone, LLC; Horizon Cellular	Policy and Practices	Abusive Marketing	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Discount Switched to Other Carrier	1
TC Telephone, LLC; Horizon Cellular Total				3
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	2
		Service	Outage	1
Telepacific Communications Total				4

Utility Code	Utility Name	Category	Subcategory	Count
CLC6874, CLR6874,	Time Warner Cable	Billing	High Bill	3
		Billing	Other Charges	1
		Service	Outage	1
		Service	Premise Visit Charges	1
		Service	Number Portability - Wireless or Landline	1
		Lifeline	LLB Application Request	2
Time Warner Cable Total				9
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mob	Billing	Disputed Customer of Record	1
		Billing	High Bill	1
		Billing	Other Charges	4
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
		Service	Dead Zones/Dropped Calls	1
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) Total				9
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLi	Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	3
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) Total				5
CLC5253, IEC5253	Verizon Access Transmission Services	Lifeline	LLB Application Request	1
Verizon Access Transmission Services Total				1
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	High Bill	3
		Billing	Other Charges	3
		Billing	Cramming	1
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Call Quality	1
Verizon Wireless Total				11
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Application Request	5
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	4
Virgin Mobile; Assurance Wireless Total				10
DVS1559	Windstream Communications, LLC	Billing	Other Charges	1
		Billing	Early Termination Fee - ETF	2
Windstream Communications, LLC Total				3
Total ICs Sent ¹				204

1 Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.